

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE:	SWITCHBOARD OPERATOR
CLASS CODE:	6877
FLSA STATUS:	NON-EXEMPT
SUPERVISORY STATUS:	NONE
EFFECTIVE DATE:	06/14/2008
DEPARTMENT:	INFORMATION SYSTEMS

JOB SUMMARY

Under general supervision of the Computer Technical Support Manager, performs County-wide, working-level reception and telephone communications work requiring considerable knowledge of County functions and services. Assists with various clerical duties as assigned.

ESSENTIAL FUNCTIONS

Operates complex telephone and paging communications equipment; receives, responds to, and directs incoming telephone calls; queries callers to identify needed assistance, determines appropriate department or office and directs calls accordingly.

Greets the public in the lobby of the County Administration Building; responds to requests for information and provides factual information related to County services, programs, and general policies, practices, and procedures; provides walk-in patrons with requested forms, publications, and other informational materials when appropriate.

Directs walk-in clients and visitors to proper office locations; apprises staff of appointment arrivals.

Listens to public complaints, questions, etc.; provides first-level resolution when appropriate or refers individuals to applicable personnel for further assistance.

Writes and delivers messages to personnel; maintains current list of assigned telephone extensions; monitors system to detect problems, apprises supervisor of potential problems and repairs.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Operates computer/word processor as needed to perform clerical duties; types letters, memos and other correspondence; assists with data entry or other projects as requested.

KNOWLEDGE, SKILLS, AND ABILITIES

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation; the various functions and locations of County departments.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing and data entry.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; work with minimal supervision.

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PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an environmentally controlled building; work requires frequent contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION AND EXPERIENCE

High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Preference may be given to applicants with a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.